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(54) **Multimedia music on hold**

(57) A method is disclosed that permits a call handling system to supply a caller with multimedia information supplementary to information or entertainment received over a voice link. While waiting in a hold queue, a caller may receive, at a computer terminal, a display comprising a list of frequently asked questions or a

choice of radio stations that may be heard over the voice link. Information regarding the caller's place in the hold queue and/or an estimate of waiting time may also be available. Further, data may be collected from a caller and, upon connection of the call with a call agent, presented to the call agent.

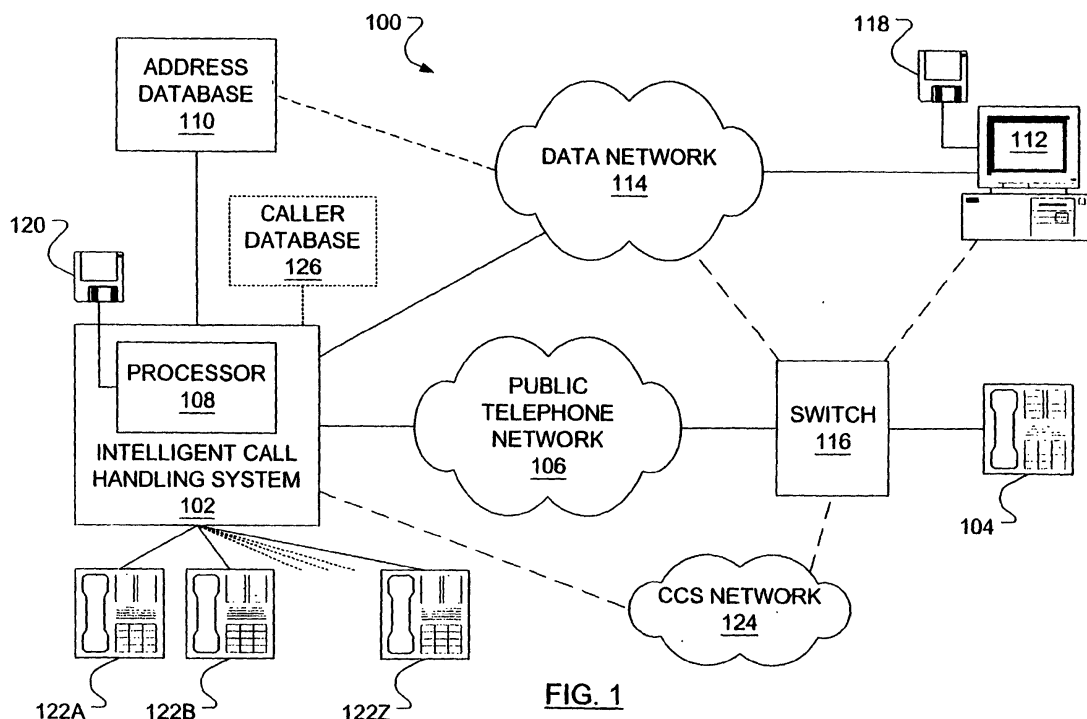


FIG. 1



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EUROPEAN SEARCH REPORT

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The present search report has been drawn up for all claims			TECHNICAL FIELDS SEARCHED (Int.Cl.7) H04M
Place of search THE HAGUE		Date of completion of the search 26 September 2003	Examiner Vandevenne, M
CATEGORY OF CITED DOCUMENTS X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : intermediate document		T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons & : member of the same patent family, corresponding document	

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<p>CATEGORY OF CITED DOCUMENTS</p> <p>X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : intermediate document</p> <p>T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons & : member of the same patent family, corresponding document</p>			

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